

Student's Channel Activity Dictionary

Core Process	Sub Process / Functional Group	ACTIVITIES	DEFINITIONS
Front Office	Office of General Management	Manage Students Channel	Provide oversight and guidance to the Students Channel - a) provide oversight and guidance to Aid Awareness, Aid Application, Student Credit Management, CSSC, and administration support for the management of the channel
		Manage human resources	Manage human resources for the Students Channel - a) process and track personnel actions b) develop position descriptions, crediting plans and vacancies c) develop/review performance skills and core competencies, appraisals, performance disputes d) advi
		Provide administrative support	Process and provide guidance to the Students Channel on travel authorizations, vouchers, purchase orders, credit card, and space - a) travel processing for the Front Office and invitational travel b) procurement (purchase orders and credit card purchases
		Plan and manage budget	Manage the Student Channel's funding - a) plan/manage/project contract funding and discretionary funding for Channel b) analyze management reports
Aid Awareness -ST	Customer Service and Support Call Centers	Operate call center - Fed Student Aid Info Center on Aid Awareness	The operation of call center for Federal Student Aid information relative to providing information on aid programs available to Students.
		Maintain printing component	Provide document design support; forms clearance, graphical support, design layout, translations.
		Maintain mailing component	Provide all requisite mailing support
		Sch - Operate toll free technical inquiry line	
		Sch - Compile FAQ database	
		Sch - Conduct special projects	
		Sch - Conduct outreach	
	Aid Awareness	Prepare and distribute aid information (Dev New Pub)	Prepare, design, and make available nationwide at all appropriate locations information concerning student financial aid; includes new publications
		Respond to paper and electronic student aid inquiries	Provide written and telephonic replies to inquiries concerning student aid.
		Conduct research of student/parent customer groups	Includes determining target segment and developing profiles
		Conduct outreach/partnership activities	Partner with other public and private organizations to facilitate aid awareness
		Develop, operate, maintain student-based WEB sites	Perform all activities related to informing public about student aid through use of web sites
		Integrated Product Team for Aid Awareness - Modernization	Modernization task order for Aid Awareness
Aid Application	Customer Service and Support Call Centers	Operate call centers - Fed Student Aid Info Center on Aid Application	The operation of call center for Federal Student Aid relative to FAFSA Process.
		Maintain printing component	Provide document design support; forms clearance, graphical support, design layout, translations.
		Maintain mailing component	Provide all requisite mailing support
		Sch - Operate toll free technical inquiry line	
		Sch - Compile FAQ database	
		Sch - Conduct special projects	
		Sch - Conduct outreach	
	Application Processing	Receive, process and monitor paper, web and electronic financial aid application - Contractor Activity	Monitor: Receipt of paper and electronic FAFSAs by contractors; scanning and imaging of paper FAFSAs and entering data into Multiple Data Entry System; transferring FAFSA data to Central Processing System; receiving and keying in signatures for electronic
		Perform correction activities associated with FAFSA's	Monitor: receipt of paper and electronic corrections to application data; entering corrections into system, and generating new SARs and ISIRs for students and schools respectively
		Providing PIN's to Students	Monitor: authentication of PIN request; assigning, printing, and distributing PINs to eligible financial aid applicants

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Core Process	Sub Process / Functional Group	ACTIVITIES	DEFINITIONS
		Processing associated with FAFSA Renewals	Monitor: creation of renewal applicant database; solicitation, receipt, and processing of RAD requests from schools; printing and distributing Renewal FAFSAs to schools or students; transmitting electronic RAD files to requesting schools; generating PINs
		Development and processing of EDEExpress	Develop EDEExpress modules: Global, Applications, Packaging, Direct Loan, Pell Grant, SSCR, FISAP, Quality Assurance, and Return of Title IV Aid; develop technical references and ISIR record layout for financial aid community; test all software releases: m
		Development of Paper FAFSA ,Renewal and SAR	Work with FAFSA Design Team to establish questions on form; design the form. Publish draft FAFSA in federal register for public comment; work with OMB to get forms cleared;work with printer to construct, test and print forms for distribution; work with M
		Development of system requirements, perform testing and monitoring	Includes requirements and systems development for data analysis and data entry; FAFSA and Renewal FAFSA; compute, database matches, edits and testing; all web products, including FAFSA on the Web, Renewal FAFSA on the Web and corrections on the Web: FAFSA
		Operate CPS Call Centers	Maintain and control two call centers, the CPS Customer Support Center assist schools in making sure their student's FAFSA information is properly processed through CPS and to support schools in using the Department of Education's software products. The
		Computer support associated with NSLDS, VDC	
Loan Repayment	Student Credit Management - Repayment (Servicing)	Provide Customer Service to our customer, borrower and schools servicing personnel.	This activity includes the following functions to provide service to borrowers: operation of the call center, Alternate Documentation of Income, repayment plan selection, income contingent repayment, handling of international calls
		Process Payments	Includes activity associated with receiving and processing payments. Posting of payments, issuing of borrower refunds, and administering inter-agency agreements (outside the contract), e.g. Treasury agency. Includes processing of lock box payments
		Manage correspondence	Tasks associated with generating and delivering borrower and school correspondence. Generating bills, letters, deferment and forbearance forms, Annual/Quarterly statements, and repayment disclosure statements. Creation and distribution of 1098E forms
		Perform account maintenance	The set of tasks associated with keeping a borrower account up to date and accurate. SCCR processing, reporting to NSLDS, along with financial assessments and calculations. Also includes a variety of general accounting functions and MegaRecords/School Y
		Perform delinquency/default collections	All activity required in attempting collection of delinquent and defaulted loans for more than 31 days over due. Also includes transferring to and accepting loans from DCS.
		Provide administrative support	Includes a variety of administrative activities required to support primary direct loan servicing activities. Includes, but not limited to: material storage, courier services, disaster recovery, documentation updates, and a variety of report deliverables
		Computer support activity	
		Direct Loan Servicing reengineering - Modernization project	
	Customer Service and Support Call Centers	Operate call centers - Contractual support for Debt Collection Service information center	The operation of call center for Debt Collection Service information center (PIC Contract & SFA Contract support for PIC)
		Maintain printing component	Provide document design support; forms clearance, graphical support, design layout, translations.
		Maintain mailing component	Provide all requisite mailing support
		Sch - Operate toll free technical inquiry line	
		Sch - Compile FAQ database	

**Student's Channel
Activity Dictionary**

Core Process	Sub Process / Functional Group	ACTIVITIES	DEFINITIONS
	Student Credit Management--Collections	Provide PIC support of borrower inquiries	Provide PIC support of both written and telephonic borrower inquiries
		Manage private collection agency support	Manage all efforts to collect loans through private agencies
		Manage guarantee agency support	Manage all guarantee agencies in support of student aid collections
		Administer hearings	Perform all actions related to administration of hearings; includes AWG, GA, TOP, CSC, SFSC; Treasury Offset
		Provide borrower services by region	Respond to borrower calls and provide loan information
		Oversee risk management programs and operations	Perform all management actions related to loan risk management
		Support GA portfolio management responsibilities	Perform all management actions related to GA portfolio management
		Verify and validate account balances	Perform internal verification and validation of account balances
		Pay Collection Agency commissions	Pay commissions earned by CA
		Provide litigation support	Perform all actions related to litigation
		Administer AWG employer non-compliance	Provide all administration associated with employer non-compliance with wage garnishment
		Collection services provided by Collection Agencies	Collection services provided by CA related to defaulted account recoveries and resolutions.
	Student Credit Management--DCS	Process Payments - Contractor Only	Includes all tasks associated with receiving and processing payments.
		Provide Technical Assistance	Includes establishing user Identification codes, passwords, acceptance testing results and prioritization of batch processing.
		Provide Contract Oversight	Includes writhing SOW, cost estimates, budget formulation, conducting meeting with contractors and tracking contract cost.
		Provide Administrative Support	Includes a variety of administrative activities required to support primary direct loan and FFEL servicing activities. Includes, but not limited to: material storage, courier services, disaster recovery, documentation updates, and a variety of report del
	Student Credit Management--Consolidations	Provide Customer Service to our customer, borrower and schools servicing personnel.	This activity includes the following functions to provide service to borrowers: operation of the call center.
		Manage correspondence	Tasks associated with generating and delivering correspondence. Includes written correspondence and mailroom operations.
		Perform account maintenance	The set of tasks associated with keeping a borrower account up to date and accurate. Includes data entry and and certification of loan amount.
		Manage exam entry and Fast Track	
		Process Payments	Includes activity associated with receiving and processing payments.
		Provide administrative support	Includes a variety of administrative activities required to support primary direct loan servicing activities. Includes, but not limited to: material storage, courier services, disaster recovery, documentation updates, and a variety of report deliverables.
		Sch - Perform Contract monitoring and administration	
		Sch - Administer security processes	
		Sch - LO/LC contract administer security	

Student's Channel
Activity Dictionary

				SFA Programs - Cost Objects										Total
Core Process	Sub Process / Functional Group	ACTIVITIES	Proposed Driver	DL - Origination	DL - Servicing /Repayment	DL - Collections/ DCS	DL - Consolidations	FFELP	Pell	FWS	FSEOG	Perkins	S/LEAP	
Front Office	Office of General Management	Manage Students Channel	Student sChannel Direct Contribution to Programs											0%
		Manage human resources	"											0%
		Provide administrative support	"											0%
		Plan and manage budget	"											0%
Aid Awareness -ST	Customer Service and Support Call Centers	Operate call center - Fed Student Aid Info Center on Aid Awareness	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Maintain printing component	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Maintain mailing component	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Sch - Operate toll free technical inquiry line	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Sch - Compile FAQ database	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Sch - Conduct special projects	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Sch - Conduct outreach	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
	Aid Awareness	Prepare and distribute aid information (Dev New Pub)	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Respond to paper and electronic student aid inquiries	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Conduct research of student/parent customer groups	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Conduct outreach/partnership activities	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Develop, operate, maintain student-based WEB sites	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Integrated Product Team for Aid Awareness - Modernization task order	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
Aid Application	Customer Service and Support Call Centers	Operate call centers - Fed Student Aid Info Center on Aid Application	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Maintain printing component	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Maintain mailing component	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
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		Sch - Compile FAQ database	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Sch - Conduct special projects	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
		Sch - Conduct outreach	Aid Available to Students (\$Mil)	10,605			2,967	26,823	7,940	1,123	799	1,058	90	51,405
	Application Processing	Receive, process and monitor paper, web and electronic financial aid application - Contractor Activity	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Perform correction activities associated with FAFSA's	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Providing PIN's to Students	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Processing associated with FAFSA Renewals	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Development and processing of EDExpress	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Development of Paper FAFSA ,Renewal and SAR	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Development of systems requirements, perform testing and monitoring	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Operate CPS Call Center	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813
		Computer support associated with NSLDS & VDC	Number of Awards (thousands)	2,872			207	5,928	3,849	1,000	1,139	698	120	15,813

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Activity Dictionary

		SFA Programs - Cost Objects												
Core Process	Sub Process / Functional Group	ACTIVITIES	Proposed Driver	DL - Origination	DL - Servicing /Repayment	DL - Collections/ DCS	DL - Consolidations	FFELP	Pell	FWS	FSEOG	Perkins	S/LEAP	Total
Loan Repayment	Student Credit Management - Repayment (Servicing)	Provide Customer Service to our customer, borrower and schools servicing personnel.	Direct - DL Svc		100%									100%
		Process payments	Direct - DL Svc		100%									100%
		Manage correspondence	Direct - DL Svc		100%									100%
		Perform account maintenance	Direct - DL Svc		100%									100%
		Perform delinquency/default collections	Direct - DL Svc		100%									100%
		Provide administrative support	Direct - DL Svc		100%									100%
		Computer support activity VDC	Direct - DL Svc		100%									100%
		DL Servicing reengineering - Modernization task order	Direct - DL Svc		100%									100%
	Customer Service and Support Call Centers	Operate Call centers - Debt Collection Services	Aid Available to Students - DL,FFEL & Perkins Only (\$Mil)	10,605			2,967	26,823				1,058		41,453
		Maintain printing component	Aid Available to Students - DL,FFEL & Perkins Only (\$Mil)	10,605			2,967	26,823				1,058		41,453
		Maintain mailing component	Aid Available to Students - DL,FFEL & Perkins Only (\$Mil)	10,605			2,967	26,823				1,058		41,453
		Sch - Operate toll free technical inquiry line	Aid Available to Students - DL,FFEL & Perkins Only (\$Mil)	10,605			2,967	26,823				1,058		41,453
		Sch - Compile FAQ database	Aid Available to Students - DL,FFEL & Perkins Only (\$Mil)	10,605			2,967	26,823				1,058		41,453
	Student Credit Management--Collections	Provide PIC support of borrower inquires	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Manage private collection agency support	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Manage guarantee agency support	Direct - GA Support					100%						100%
		Administer hearings	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Provide borrower services by region	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Oversee risk management programs and operations	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Support GA portfolio management responsibilities	Direct - GA Support					100%						100%
		Verify and validate account balances	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Pay Collection Agency commissions	CA Collection Fees @ 09/30/00 (\$)			8,325,395		106,603,894	218,450			6,213,706		121,361,445
		Provide litigation support	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Administer AWG employer non-compliance	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Collection Services provided by Collection Agencies	CA Collection Fees @ 09/30/00 (\$)			8,325,395		106,603,894	218,450			6,213,706		121,361,445
	Student Credit Management--DCS	Process Payments - FFEL/DCS Contract	DCS Collection Status @09/30/00			184,175,055		972,015,424	2,016,909			52,696,829		1,210,904,217
		Provide Technical Assistance	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Provide Contract Oversight	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
		Provide Administrative Support	DCS Loan Portfolio P&I (\$)			1,234,281,458		10,115,906,811	6,496,773			539,515,925		11,896,200,967
	Student Credit Management--Consolidations	Provide Customer Service to our customer, borrower and schools servicing personnel.	Direct - DL Consol				100%							100%
		Manage correspondence	Direct - DL Consol				100%							100%

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Activity Dictionary

				SFA Programs - Cost Objects											
Core Process	Sub Process / Functional Group	ACTIVITIES	Proposed Driver	DL - Origination	DL - Servicing /Repayment	DL - Collections/ DCS	DL - Consolidations	FFELP	Pell	FWS	FSEOG	Perkins	S/LEAP	Total	
		Perform account maintenance	Direct - DL Consol				100%							100%	
		Manage exam entry and Fast Track	Direct - DL Consol				100%							100%	
		Process Payments	Direct - DL Consol				100%							100%	
		Provide administrative support	Direct - DL Consol				100%							100%	
		Sch - Perform contract monitoring and administration	Direct - DL Consol				100%							100%	
		Sch- Administer security processes	Direct - DL Consol				100%							100%	
		Sch - LO/LC contract administer security	Direct - DL Consol				100%							100%	